GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1030
ANSWERED ON:02.03.2016
Call Drop
Fatepara Shri Devajibhai Govindbhai;Mahtab Shri Bhartruhari;Reddy,Kotha Prabhakar;Sathyabama Smt. V.;Venugopal Dr. Ponnusamy

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Telecom Regulatory Authority of India"s ninth Amendment to the Telecom Consumer Protection Regulation to address the issue of call drop has been implemented in the country; and

(b) if so, the details thereof and if not, the reasons therefor?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) to (b) For compensating consumers for dropped calls, TRAI notified "The Telecom Consumers Protection (Ninth Amendment) Regulations, 2015 (9 of 2015) on 16th October 2015, to be effective from 1st January 2016. These regulations mandate originating CMTSPs to credit one Rupee for a dropped call to the calling consumers as notional compensation, limited to three dropped calls in a day. Some of service providers and their association have filed a petition against this regulation in High Court of Delhi. The petition has been dismissed by the Hon'ble Court on 29.02.2016.

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